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| COUNTY OF SACRAMENTO | | NO. | REV. |
| DEPARTMENT OF HUMAN ASSISTANCE | | 1-2 | |
| SENIOR NUTRITION SERVICES - POLICY AND PROCEDURE | | | |
| Regulation: California Department of Aging Section H- Title III, 147.15 – D- 2 | CONTACT REFERENCE: NAME: Barbara Finnestead | APPROVED BY: JANINE BROWN | EFFECTIVE DATE: July 3, 2002 |
| AREA: HOME DELIVERED MEALS | | | DISTRIBUTION: HDM STAFF |
| TITLE: Client Emergency Policy | | | |

PURPOSE: To establish a clear policy for HDM drivers in emergency situations.

Conscious client on Floor:

Any situation involving a conscious client on the floor should be called into the main office at 444-9533. Do not pick up the client. Gather the following information if possible and call the office:

- client's name
- address
- how long he or she has been on the floor
- alertness/confusion(ask what time of day it is and what day of the week it is)
- person they would like contacted and the phone number
- observations of client's situation

With the driver's input, the HDM Supervisor or designee will assess the situation and get the client the help he/she needs. i.e. call 911, call family, friends, neighbors, etc. The HDM Supervisor or designee will instruct the driver as to appropriate action to be taken regarding client and whether to continue route.

Unconscious Client:

Any client found to be **unconscious or in need of immediate assistance upon meal delivery should be reported to 911 first**. Driver will then call the office and report the situation to CSS/S or SWII.

In any emergency situation, when the HDM Supervisor or designee are not in the office, the duty person of the day or the Program Manage will be available to assist the driver.

